



### GENERAL QUESTIONS

#### Why is the City of Pomona changing its waste and recycling services?

Effective July 1, 2023, the City of Pomona will be implementing a source-separated waste and recycling program to comply with Senate Bill (SB) 1383. This new program will ensure all residents and businesses are compliant with state law requiring organics waste to be diverted from landfills.

#### What is Senate Bill (SB) 1383?

Effective January 1, 2022, SB 1383, California's Short-Lived Climate Pollutant Reduction Strategy, was passed to reduce methane and other greenhouse gas (GHG) emissions statewide. The law establishes targets for the reduction of organics waste sent to landfills and requires the recovery of all edible food currently disposed.

Jurisdictions, including the City of Pomona, are mandated to require all residents and businesses to separate their organics waste by ordinance and through enforcement mechanisms.

SB 1383 is the most significant waste reduction legislation adopted in California in the last 30 years. It builds on the requirements of Assembly Bill (AB) 1826, Mandatory Commercial Organics Recycling, which jurisdictions have been implementing since 2016.

#### What changes are happening to my waste and recycling services?

Starting July 1, 2023, Athens Services will provide recycling, organics, and trash collection services for all businesses and multifamily properties sharing services in a centralized area in the City of Pomona. Your services will include one (1) 96-gallon recyclables (blue) cart and one (1) 64-gallon organics (green) cart as part of the standard service level.



- Recyclable materials include plastics, metals, paper (clean and dry), cardboard, and glass
- Organics waste includes green waste, food scraps, and food-soiled paper (100% fiber-based)

Multifamily properties with individual carts will be serviced as residential customers. Please refer to the Residential FAQ for more information.

If your current collection services are provided by the City of Pomona Public Works, or a different company, Athens will assume responsibility for providing waste and recycling services starting on July 1.

An Athens representative will work with your business to determine the appropriate level of service needed prior to the July start date. They will also be able to provide your staff with organics recycling training and education, as well as recommend suitable container placement for collection. Organics training is extremely important to ensure proper participation and compliance with SB 1383.

#### Is my rate changing?

Yes. Effective July 1, all rates will be adjusted to comply with SB 1383 measures. SB 1383 is an unfunded mandate that requires all California residents and businesses to separate their organics waste. Additionally, this new law requires specialized programming, including outreach and education, contamination audits, waste stream analysis, and data management.

#### Who do I contact if I have questions?

Online self-service options are available 24/7 at [AthensPomona.com](https://AthensPomona.com).

Customers can also speak with a local customer service representative by calling (888) 314-0061. The Athens Customer Care Center is available Monday – Friday, from 8:00 am – 5:00 pm, and on Saturday, from 8:00 am – 12:00 pm.

Athens will have a local customer service center within the City of Pomona starting July 1. A representative will be available to assist with processing bill payments and any other service-related requests. The center will be open Monday – Friday, 8:00 am – 5:00 pm. Additional information about the local office will be provided soon.



### **BILLING**

#### **Who do I pay for my waste collection services?**

Effective July 1, Athens will bill all customers for recycling, organics, and trash collection services. Business customers and multifamily properties sharing services in a centralized area will be billed monthly.

Multifamily properties with individual cart service will be billed every two (2) months. These customers will be classified as residential customers moving forward. Please refer to the Residential FAQ for more information.

All payments for waste collection services will be made directly to Athens beginning July 1.

#### **How do I pay my bill?**

All customers will have several options to pay their bill, including:

- **Online self-service:** Visit [AthensServices.com/Billing](https://AthensServices.com/Billing)
- **By phone:** Call the Athens Customer Care Center at (888) 314-0061
- **In person:** Visit the local customer service center within the City of Pomona (more info to follow)

### **SERVICES**

#### **Will my pick-up day change?**

Yes. Changes to current collection day schedules may occur, which will be communicated thirty (30) days prior to a change.

#### **What is the standard service level for business customers?**

Business customers will have the option to select any desired service level for trash collection. Included with the selected trash service, business customers will receive one (1) 96-gallon recyclables (blue) cart and one (1) 64-gallon organics (green) cart, serviced one day a week at no extra charge. Any change in size and/or frequency for recycling or organics service is available for an additional fee.

#### **What is the standard service level for multifamily properties?**

Multifamily properties sharing waste services will have the option to select any desired service level for trash collection. Included with the selected trash service, multifamily customers will receive one (1) 96-gallon recyclables (blue) cart and one (1) 64-gallon organics (green) cart, serviced one day a week at no extra charge. Any change in size and/or frequency for recycling or organics service is available for an additional fee.

Multifamily properties with individual carts will be serviced as residential customers and have the option of a 96-gallon, 64-gallon, or 32-gallon trash (black) cart, which includes a recyclables (blue) and organics (green) cart of any size. The service rate is based on the selected trash service. Please refer to the Residential FAQ for more information.

Multifamily properties with individual carts have the option to transition to shared services upon request and with property owner approval.

#### **Will I get new containers under the Athens program?**

Multifamily properties sharing waste services will have the option to select any desired service level for trash collection. Included with the selected trash service, multifamily customers will receive one (1) 96-gallon recyclables (blue) cart and one (1) 64-gallon organics (green) cart, serviced one day a week at no extra charge. Any change in size and/or frequency for recycling or organics service is available for an additional fee.



### What is acceptable in each container?

For a full breakdown of acceptable materials, check out the Athens interactive recycling guide at [CanIRecycleMy.com](https://CanIRecycleMy.com). The guide features more than 450 items and is the go-to resource for correctly reducing, reusing, recycling, composting, and disposing of unwanted waste material. For recycling signage and additional education materials, visit [AthensServices.com/Outreach](https://AthensServices.com/Outreach).



## **PROGRAM BENEFITS**

### What are the benefits of the new program?

The new system will maximize the recovery of recyclable materials, and ensure that organic material is diverted from landfills to reduce methane gas emissions into the environment by focusing on recycling, reusing, and composting whenever possible.

The Athens' outreach team will also provide ongoing training and education to businesses and their staff to help businesses set up a successful waste reduction program. Posters, flyers, and other tools will be used as part of the ongoing support.

For multifamily customers, the Athens outreach team will provide an education toolkit to help property managers and homeowner associations implement the new programs with their tenants.

### How do I dispose of bulky items?

Starting July 1, property owners/managers of multifamily properties sharing services in a centralized area can work with Athens to schedule quarterly bulky item collections, which includes up to three (3) bulky items per unit per collection. Each item must not be larger than what two people can safely handle. Additional collections are subject to charges.

Business customers can request a bulky pickup at any time for an additional fee.

To schedule a collection, visit [AthensServices.com/Bulky](https://AthensServices.com/Bulky) or call the Athens Customer Care Center at (888) 314-0061.

## **STREET SWEEPING**

### Will my street sweeping day change?

Effective July 1, Athens will provide bi-weekly street sweeping services in the City of Pomona and new sweeping signage will be installed as needed. Street sweeping may change to maximize efficiency and provide the best service possible. Any changes to services days will be communicated prior to July 1.

## **CONTACT ATHENS SERVICES**

 [AthensPomona.com](https://AthensPomona.com)

 (888) 314-0061

 Local Customer Service Office: Coming Soon!